



CITY OF HOUSTON

Job Posting

Applications accepted from:	ALL PERSONS INTERESTED
Job Classification	SPECIAL SERVICES REPRESENTATIVE
Posting Number	PN# 110177
Department	Houston Airport System
Division	Bush Intercontinental Airport
Section	International Services
Reporting Location	3700 North Terminal Road *
Workdays & Hours	Shift work, including rotation, weekends and holidays *
	*Subject to change

DESCRIPTION OF DUTIES/ ESSENTIAL FUNCTIONS

Uses multi-lingual skills, and projects a polite, professional and enthusiastic image to the traveling public. Assists international passengers/patients with the arrival and departure process by facilitating their check-in and boarding process. This includes, but is not limited to: conducting special tours; providing language assistance, visitor information, and offering assistance to foreign and domestic travelers including protocol services to dignitaries and officials of other special services related to the Medical Assistance Program.

WORKING CONDITIONS

Performing these duties will involve: interacting and working with people at all economic and professional levels; making visual observations; continuous walking, standing and sitting for extended periods; attending to details amid distractions; understanding spoken and written ideas; speaking and writing effectively; visually observing and differentiating details; operating city vehicles; dealing with people in tense situation; lifting up to twenty (20) pounds, and working as a member of the team. Must be willing and available to work all shifts, including rotation, weekends and holidays. Must be able to obtain and maintain security clearances.

MINIMUM EDUCATIONAL REQUIREMENTS

High School Diploma or GED Certificate.

MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience using bilingual or multilingual skills in a customer service environment is required.

MINIMUM LICENSE REQUIREMENTS

Valid Class C Texas driver's license and compliance with city's policy on driving (AP 2-2).

PREFERENCES

Preference will be given to bilingual applicants who fluently read, write and speak the following languages: FRENCH/ENGLISH or ARABIC/ENGLISH and have 2 years of customer service experience. Ability to project and maintain a polite, enthusiastic and professional image while simultaneously handling your duties. Strong customer service skills. Ability to handle and assist disabled individuals. Cognizant of tourism and recreational facilities available in the Houston area, as well as other related highlights for people visiting the area. Some knowledge of forms of ceremony and etiquette used by diplomats and some heads of state.

SELECTION/SKILLS TEST REQUIRED

Application review and/or interview and must pass bilingual assessment.

SAFETY IMPACT POSITION ☒ Yes ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range - Pay Grade 13	
\$ 824.00 - \$ 989.00 Bi-Weekly	\$21,424.00 - \$25,714.00 Annually

OPENING DATE

APRIL 26, 2006

CLOSING DATE

OPEN UNTIL FILLED

APPLICATION PROCEDURES

Only original applications, resumes and online submissions are accepted for Houston Airport System jobs, and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor or for advanced consideration, submit online at:

<http://agency.governmentjobs.com/houstonair/default.cfm>.

Our TDD (Telephone Device for the Deaf) phone number is 713.837.9471. Candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

"If you need special services or accommodation, please call 281/233-1515." The Houston Airport System Human Resources TDD phone number is 281/233-1862.

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